

S/N 10/015,250



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: John Ruckart      Examiner: James Kramer  
Serial No.: 10/015,250      Group Art Unit: 3627  
Filed: December 12, 2001      Docket No.: 60027.0317US01/BS01253  
Title: Methods and Systems for Communicating with Customers

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on February 10, 2006.

By:   
Roger T. Frost  
Reg. No. 22,176

FOURTH RESPONSE

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Office action dated August 12, 2005 in the patent application identified above, please enter the following amendments and reconsider that application in view of the appended remarks.

A Request for Continued Examination (RCE) and a Request for an Extension of Time accompany this response.

**Amendments to the Claims** are reflected in the listing of claims that begins on page 2 of this paper.

**Remarks** begin on page 7 of this paper.